

# Hurricane Florence AAR

## Functional Assessment Support Teams

Iredell County Shelter Committee Meeting  
May 1, 2019



**North Carolina Emergency Management**



# Hurricane Florence Timeline

September 7 – Governor declared state of emergency

September 10 – State EOC activated

September 14 – Hurricane Florence made landfall as a Cat 1 hurricane

September 15 – 173 open shelters, over 20,000 population

November 9 – Shelters close



**North Carolina Emergency Management**



# EMAC of FAST Support

Four Functional Assessment Support Teams – arrived Sept. 15 & Sept. 17

- California
- Pennsylvania
- Pierce County, Washington State

One Disability Integration Specialist (FAST Coordinator) – arrived Sept. 14



**North Carolina Emergency Management**



# Best Practices

- Moved mass care operations to JFO three weeks after State EOC activated
  - SEOC activated on 9/10/2018
  - Moved operations to JFO on 9/30/2018
- Back @ Home Program - North Carolina on MASTT
- Weekly meetings with MASTT partner agencies
- Nightly Coordination Calls with MASTT partner agencies
- MASTT Coordinator
- State Mass Care Coordinator allowed to conduct casework review



**North Carolina Emergency Management**



# Lessons Learned

- Getting partners together to implement the State's MASTT Plan was slow.
  - Creation of the MASTT Task Force worked like the State's Mass Feeding Task Force and Mass Sheltering Task Force will improve timeline to implement MASTT
- Had challenges at the beginning with the teams appropriately implementing the MASTT concept when working with clients.
  - MASTT Task Force will create training on the MASTT concept with role-play scenario for all members before they deploy to shelters
- Had to flesh out plan on the fly due to partners available during Hurricane Matthew not being available during Hurricane Florence and with the addition on new partners.
  - MASTT Task Force will build out State MASTT Plan
- PPI sharing with the State Mass Care Coordinator was difficult
  - Have State Mass Care Coordinator in FEMA/State Agreement at the beginning of the response
  - Agreements with state and non-profit partner agencies where they can share PPI with State Mass Care Coordinator



**North Carolina Emergency Management**



# Lessons Learned

- County Department of Social Services was not involved in the MASTT during Hurricane Florence, like they were during Hurricane Matthew.
  - NC Department of Human Services working with every County DSS Directors to have two staff members available to work on the MASTT.
- Coordination of State personnel on MASTT became overwhelming.
  - A MASTT Coordinator will now be a permanent position during MASTT operations moving forward.



**North Carolina Emergency Management**



**Wendy Pulley**  
**Interim Human Services Branch Manager**  
**wendy.pulley@ncdps.gov**



**North Carolina Emergency Management**

